



Supplier Shipping and Receiving Guidelines

01/15/2014

Dear Supplier,

In the following pages, you will find the standard packaging and receiving instructions for shipping your products to The Commonwealth of PA, Department of General Services.

We encourage you to share this information by distributing it internally throughout your organization. By using these instructions, you will ensure that you are receiving the most efficient processing of your products and invoices, as well as intact delivery to our internal customers. It is the pathway for improved service – providing information that can help improve your throughput velocity and reduce overall supply chain costs.

These guidelines are effective immediately and are an integral part of our supplier agreement. Any previous instructions, written or oral, are superseded by this document.

Thank you for your cooperation in helping us to maximize our efficiencies and for your continued support to The Commonwealth of PA, Department of General Services. Should you have any questions or concerns about any part of this document, please feel free to contact us at 717-783-6471

Sincerely,

Department of General Services

Warehouse Location and Appointment Information

The Commonwealth of PA Warehouse Locations

DGS1 – Forms / Publications / Bulk / Secure

905 Elmerton Ave

Harrisburg, PA 17110

Fax: 717-214-7050

Manager: 717-214-7054

Storekeeper: 717-214-7053 Warehouse: 717-214-7058

DGS3 – Excess Property / Customer Service / Facilities Management Storeroom

2221 Forster St.

Harrisburg, PA 17125

Fax: 717-787-0934

Manager: 717-783-1557

Excess Warehouse: 717-525-5810

Customer Service Reps can be reached at the following numbers:

717-525-5812 or 717-585-5810

Warehouse Hours of Operation:

SHIPPING AND RECEIVING at the warehouse is scheduled between 8:00 AM and 3:00 PM - Monday through Friday - Except State Holidays

The DGS Warehouse and Distribution Division' Centers will be operational during the hours 7:00 AM to 4:00 PM – Monday through Friday – Except State Holidays.

* All Times Are Local

Delivery Appointment Information

The Commonwealth of PA requires the following information via fax or telephone call to schedule a receiving appointment:

- Carrier's Name
- Pallet Count and Piece Count
- The Commonwealth of PA Purchase Order Number
- Person's name and telephone number who is requesting appt.
- Shipper's Name
- Trailer Number, Tracking Number and/or Pro Number

* Delivery Appointments are required for ALL LTL and Truckload shipments

* If all of the *required* information is not provided a delivery appointment will not be made.

Receiving Policy

ATTENTION: IMPORTANT

The following section defines the conforming and non-conforming product classification. Please review these guidelines for examples of product that The Commonwealth of PA considers “unfit” for receipt.

Specific to your Agreement, The Commonwealth of PA reserves the right to refuse any non-conforming product.

The Commonwealth of PA designated carriers are required to:

- Refuse any non-conforming product or pallets at the Vendor’s facility specific to your Vendor Agreement
- Sign for Piece Counts – No Shipper Load and Counts are allowed without prior authorization from The Commonwealth of PA, Warehouse & Distribution Division for suppliers who prepay freight.

The Commonwealth of PA strongly encourages the use of our designated carrier base. We have established receiving procedures that will greatly improve the timeliness and quality of our product.

If you choose to utilize a carrier outside of this Guide, we retain the right to refuse partial shipments of non-conforming product.

For detailed SAP Procedures or Agency Specific guidelines related to receiving, refer to the appropriate sections later in this manual.

Non-Compliance Charges

MIS-ROUTED – OR USE OF NON-Commonwealth of PA CARRIER

Full amount of Freight Invoice plus \$100.00 Administrative Fee

USE OF NON-AUTHORIZED AIRFREIGHT

Full amount of Freight Invoice plus \$100.00 Administrative Fee

SMALL PARCEL UTILITIZATION VERSUS LTL

\$25.00 per carton over 9 carton limit plus \$100.00 Administrative Fee

MISCONFIGURED PALLETS

- A. Incorrect Standard Pallet - \$175.00 per pallet plus \$100.00 Administrative Fee
- B. Height over maximum 60" - \$175.00 per pallet plus \$100.00 Administrative Fee
- C. Overhang - \$175.00 per pallet plus \$100.00 Administrative Fee
- D. Improper Wrapping or Banding - \$175.00 plus \$100.00 Administrative Fee
- E. Inferior/Damaged Pallets - \$175.00 per pallet plus \$100.00 Administrative Fee

DAMAGED CARTONS

- A. \$75.00 per carton charge for damaged product. If the Carrier is a **The Commonwealth of PA** PREFERRED carrier, and the freight is COLLECT, a claim will be filed against our CARRIER.
- B. If the carrier is a **The Commonwealth of PA** PREFERRED carrier, and the freight is pre-paid, a charge back will be filed against the VENDOR.
- C. In example A and B, if **The Commonwealth of PA** is allowed to refuse non-conforming freight at the point of receipt due to the terms and conditions with the vendor, then a damage charge back will NOT be assessed.
- D. If the freight is COLLECT or PREPAID and the carrier is NOT a Commonwealth of PA approved carrier, a charge back for carton damage will be filed against the VENDOR.

FAILURE TO CONSOLIDATE POs

Full amount of freight charges plus \$100.00 Administrative Fee

FAILURE TO PROVIDE CORRECT P.O. NUMBER

\$1.00 per box plus \$100.00 Administrative Fee

MISSING LABELS

\$1.00 per box plus \$100.00 Administrative Fee

NON-COMPLIANCE WITH BILL OF LADING INSTRUCTIONS

\$100.00 per non-compliance plus \$100.00 - Administrative Fee

FAILURE TO PROVIDE PACKING SLIP

\$100.00 Administrative Fee

*NON-COMPLIANCE CHARGES ARE CUMULATIVE

**MULTIPLE CHARGES PER SHIPMENT MAY OCCUR.

Shipment Preparation

Inbound Shipment Documentation Requirements

The following two items are required to accompany each shipment:

- Packing Slip Info. – If shipment has multiple Purchase Orders and/or multiple Packing Slips please include a consolidated master Packing Slip.
- Bill of Lading (see sample)

Packing Slip Requirements

- A separate packing slip is required for each purchase order.
- If the shipment requires more than one trailer (e.g. multiple trailers, one PO), a separate packing slip outlining the particulars of each trailer is mandatory
- Required information for each packing slip:
 1. Purchase order number
 2. FOB Information
 3. Trailer number (if known)
 4. Packing slip/shipper reference number
 5. Backorder status
 6. Carrier name
 7. Pieces and weight

Required Information for Each Line Item:

- Product description
- Commonwealth material number (Supplier Part Number is Not Mandatory)
- Number of units/each
- Number of cartons
- Backorder status

If any of this information is not provided, payment will be delayed as will the receiving process.

Bill of Lading (BOL) Requirements

- All Commonwealth of PA PO's in the format, xxxxxxxx, must be referenced on the BOL.
- BOL must be filled out to show the actual carton/piece count first, the number of pallets second, total shipment weight third. Drivers must have the ability to verify the carton/piece count at time of loading and sign for carton/piece count (Shipper Load and Count is not allowed without prior consent of the Commonwealth Warehouse Manager)
- Subject to the vendor agreement, the terms of the individual purchase order, if the Commonwealth of PA is responsible for freight charges, mark freight charges as "FREIGHT COLLECT".
- Note "DO NOT BREAK DOWN OR TOP LOAD" on pallets or BOL
- Drivers must Date, Sign and Print their name legibly on the BOL.
- All full truckloads must be SEALED with SEAL NUMBER noted in general comments area.
- All PO's shipped in one day to one Commonwealth of PA Warehouse location MUST be consolidated onto one BOL/one carrier PRO.
- All vendors using 3rd Party Logistics to distribute their product must ensure that the Vendors name appears in the shipper info, NOT just the name of the company physically tendering the freight to the carrier. Vendor name must be listed first, followed by that of the 3PL company.
- If the Commonwealth of PA is responsible for the freight charges, please ensure the following bill to address is referenced on BOL:

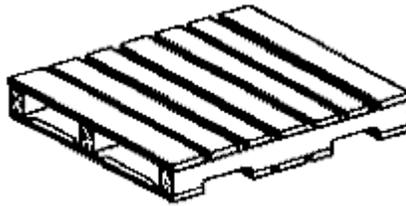
ABCD Corporation 123 Any Ave, Yuma AZ 85009					
Carrier: XYZ Transportation, Inc.	Service Requested: Air Surface Priority Track Standard Ground		Charges To: Shipper Consignee Third Party	Bill to: 123456 Date: 02-16-01	
Shipper: Street: City/State	ABCD Corporation 962 Blossom Ave. Yuma, AZ 12345		Consignee: Street: City/State:	Commonwealth of Pennsylvania 2221 Forster Street Harrisburg, PA 17105	
Bill To:	Commonwealth Of Pennsylvania Attn: Transportation 2221 Forster Street Harrisburg, PA 17105			Trailer Seal Number:	
Pieces	Pallets	Description		RSF WPO	Weight
72	9	SAP Forms		40-01234	1700
109	5	Rock Salt		40-58789	2600
181	14				4300
Shippers Signature:			Date:		Time:
Print Name:			Received By:		

Palletizing, Packaging & Labeling Guidelines

Pallet Design & Specifications



2-Way Entry



4-Way Entry

2800H New Pallet Specifications

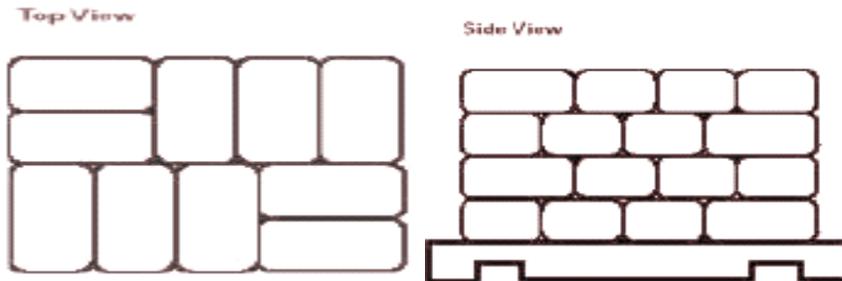
This pallet is rated for a load carrying capacity of 2800lbs across a 44" free span. It is a 48"x40", notched stringer, 4-way entry for fork tines and 2-way entry for pallet jacks; flush non-reversible, multiple-use pallet

All Board Material	Medium-density and better hardwoods, moisture content less than 25%	
	QTY	Size
Top Deck boards	2	5 1/2"(w) x 3/4"(h) x 40"(l)
	5	3 1/2"(w) x 3/4"(h) x 40"(l)
	Boards evenly spaced, maximum spacing between duckboards is 3 1/4"	
Bottom Boards	2	5 1/2"(w) x 3/4"(h) x 40"(l)
	3	3 1/2"(w) x 3/4"(h) x 40"(l)
Stringers	3	1 3/4"(w) x 3 3/4"(h) x 48"(l)
Notch	9" long, 6" from end with 1 1/4" maximum depth	
Nails Per Junction	5 1/2" boards need 3 nails per junction 3 1/2" boards need 2 nails per junction	
Nail Length and Diameter	2 1/4", 0.112 stiff stock helical No shiners on exterior of pallet Nail heads to be flush or countersunk	

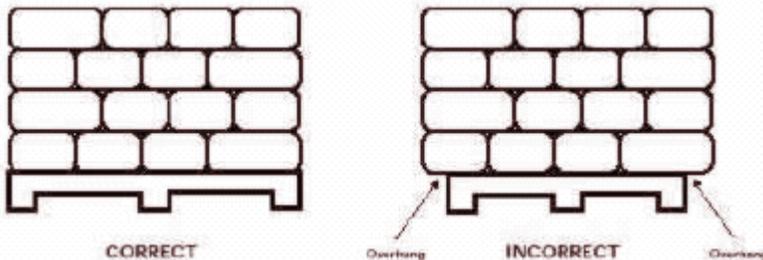
Accuracy of overall pallet length and width: +/- 1/4"

All pallets must conform to the National Wooden Pallet and Container Association's "Uniform Standard For Wood Pallets", this includes "Approved Standard for Repair of Wood Pallets"

Proper Pallet Loading Pattern



In the first diagram the cartons are safe from damage. The cartons are protected in transit by the pallet.



In the second diagram below the cartons would be damaged due to overhang. We would be required to rearrange the cartons onto separate pallets to eliminate the overhang. Pallet must be 40" x 48" with fork access on 40" face or on both.

Total pallet height must not exceed 60". Total pallet weight must not exceed 2800 lbs.

Banding and Stretch Strapping Specifications

Seal all boxes with polypropylene packing tape. Flaps may be spot glued: Band with four (4) straps, steel or nylon bands, and two (2) in each direction tightly securing the load. Corner edge posts are required the complete height of the corner, so the cartons will not be cut by the bands and the center layer will not move or shift.

If using stretch wrap, wrap the entire skid load so the center layers will not move or shift and the load on the skid is stabilized. We suggest using 3 wraps on the bottom of the skid and 4 wraps on the top of the skid. Ensure stretch wrap tension is adequately adjusted to stabilize load, but not damage cartons.

Carton Guidelines and Product Protection

The physical appearance and structural integrity of the shippable carton is as important to our customer's as the commodity itself. Product will be refused and disposition costs will escalate if product is not sufficiently packaged for transit.

The Commonwealth of PA maintains that proper packaging is required to protect product as it moves through the supply-chain. Individual cartons can weigh no more than 50lbs each, with the exception of printed products. Cartons for printed products are to weigh no more than 40 lbs. and the printed product must be packed in consistent quantities. Cartons must be constructed and packed so they will not collapse when two pallets of similar materials are stacked on top of the pallet.

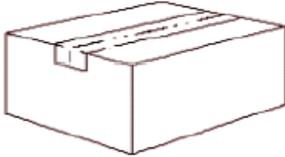
The vendor is responsible to ensure product packaging meets industry standards as outlined by the International Safe Transit Association (ISTA). If The Commonwealth of PA experiences a high rate of damage with your product(s), we reserve the right to have your packaging tested by industry-recognized professionals. The supplier may bear responsibility for any expense involved.

Two organizations focused on proper packaging are the ISTA www.ista.org and ASTM International (Formerly known as American Society for Testing and Materials) www.ASTM.org Proper packaging specifications for your products can be found on these organizations web sites.

Taking a leadership position, The Commonwealth of PA has established guidelines for conforming and non-conforming product as it relates to damage in transit. This standard can be found in the "Receiving Policy" section of this standard.

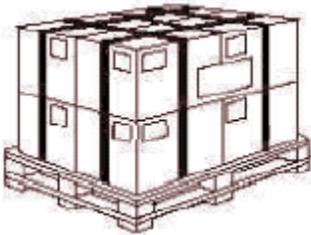
Labeling Guidelines and Shipping Label Placement

LOOSE BOXES (COURIER SHIPMENTS)



Shipping Labels should be located on top of the box, away from any packing tape. A packing slip must accompany any shipment. Each carton must be individually labeled. Labels must include the following information: Material Number (From PO), Material Description (from PO), U/M, Quantity in Carton, PO Number, and serial number information, if applicable, must be easily located. . All labels will be visible on the perimeter of the carton.

CARTONS ON PALLETS



Each carton must be individually labeled. Labels must include the following information: Material Number (From PO), Material Description (from PO), U/M, Quantity in Carton, PO Number, and serial number information, if applicable, must be easily located. . All labels will be visible on the perimeter of the pallet, per example above.

Shipping labels should be located on top of the pallet, away from any packing tape. A packing slip must accompany any shipment.

PAPER ROLLS (Wrapping Instructions)

Wrap 2 individual rolls together and place a maximum of four (4) rolls per pallet. Rolls of paper are to lay flat on the pallet. If paper rolls are not in compliance with this instruction, The Commonwealth of PA reserves the right to refuse or reject the order.

SERIAL NUMBERING

Documents requiring serial numbers shall be shrink-wrapped in quantities of 50 or 100 unless otherwise specified in the purchase order. Each inner shrink-wrap bundle shall be arranged in serial number sequence with low serial numbers on top and high serial numbers on bottom. The labeling of each carton shall include the serial numbers contained therein, along with the standard label requirements as specified in this manual. The cartons shall then be palletized in ascending consecutive number sequence (with the lowest numbers on the top row of the pallet and the highest numbers on the bottom row of the pallet). If the last carton is less than full, that carton shall be placed on the top of the pallet and clearly marked as a partial carton.

BAR CODE SPECIFICATION

These specifications will be provided at a later date.

Inbound Review Process

Inbound Review Process General:

The Material Review Process ensures that non-conforming material is reviewed on a timely basis and properly dispositioned.

It shall be the responsibility of the Warehouse Superintendent and the agency representatives to review non-conforming material.

During normal order processing, defective product may be discovered that does not meet customer specifications. This product will be marked with a hold tag as non-conforming material and placed in the MRB area. Agency personnel will be notified immediately.

For non-conforming material: a hold tag will be completed and affixed to the part. The part will be placed in a non-conforming material area, if space permits. Disposition of the material will be made by purchasing agency personnel. The person making the disposition will initial the tag. The tag will stay affixed to the product until it is scrapped or returned to the vendor after which the warehouse personnel will file it.

For scrapped material: the warehouse will adjust the information in SAP to reflect removal of the defective material as scrap.

Receiving Inspection

It will be the responsibility of receiving personnel to perform receiving inspection and forward the results of this inspection to the proper personnel for verification of conformance to requirements.

All drivers with incoming material must report to the receiving/shipping office. Upon receipt of the vendor bill of lading, the driver will be given instruction as to where to unload. The material will be visually inspected prior to off-loading.

The driver reports to the proper location and forwards all paperwork to receiving. Receiving will verify that the material documented on the bill of lading matches the COPA purchase order.

Receiving performs the receiving inspection, signs the packing slip and attaches it to the bill of lading.

If all areas meet the material specifications the received product is entered into the computer database as transient inventory. The carrier is given his copy of the delivery receipt, which indicates receiver's name and any discrepancies in the receipt of material.

If material does not conform to specified requirements, it may be rejected back to the vendor. If the material has to be unloaded, the non-conforming material will be placed into the non-conforming material area and a claim will be entered with the vendor. Once the disposition on the material has been made, arrangements will be made to either scrap or return the material.

Supplier on-site verification is currently not necessary at COPA warehouses due to supplier capabilities.

Receiving Inspection Reporting

This instruction ensures that the Division of Warehouse and Distribution implements a formal process for inspection of all incoming material. Verification of conformance to specified requirements will be required.

It is the responsibility of receiving personnel, supervisors, and shipping warehouse personnel to perform the required inspections.

Paperwork received from the driver must be checked for consistency by the receiving department by comparing it to the original order prior to unloading. Paperwork should contain a Bill of Lading and Packing Slip.

Material conforming to specified requirements will be received in and the information will be entered into the computer database. The material will then be tagged for proper identification.

Should material be entirely or partially rejected, the purchasing agency and the supplier will be notified. The warehouse superintendent should be notified to re-inspect the material and confirm disposition. All material will be dispositioned to the designated MRB area pending outcome from agency personnel.

For documentation purposes, the BOL must be marked accordingly to all discrepancies and a copy provided to the agency.

For SAP procedures related to refusals and credits, please follow the link below:

[CREDITS/STOCK DENIALS/RETURNS – Section 16](#)

Damages to Cartons

Conforming Material

Torn Handle



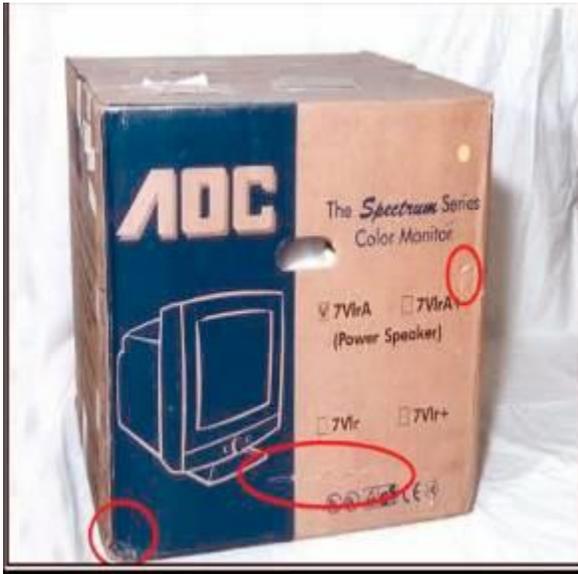
The carton is not damaged other than a torn carrying handle. This damage was a result of improper lifting. The internal contents are intact and unaffected.

Punctured Corner



The carton has a small puncture in the lower left front corner. The carton has no other damage and the internal contents are intact and unaffected.

Cosmetic Imperfections



The carton has a slight dent in the corner. There are other minor cosmetic imperfections. The internal contents are intact and unaffected.

Creased & Scraped Panel



The carton has a minor crease and slight scrape on the front panel. The internal contents are intact and unaffected.

Dented Corner



The carton has a dented corner. The internal contents are intact and unaffected.

Creased Panel



The carton has a crease at the bottom of the front panel. This can be caused by poor palletization. The internal contents are intact and unaffected.

Non-Conforming Material

Compressed Panels



This carton has been compressed. The resulting damage may have comprised the internal contents.

Compressed Carton



This carton has been compressed. The resulting damage may have comprised the internal contents.

Punctured Corner



The carton has been punctured and torn open exposing the internal contents. The internal contents are assumed to be damaged.

Torn Carton



The carton has been ripped open, exposing the internal contents. The internal contents are assumed to be damaged.

Punctured Carton



The carton has a puncture on a side panel. The internal contents are presumed to be adversely affected by this damage.

Scraped, Punctured & Dented Panels



The carton has an abrasion and has been punctured exposing the internal contents.

Crushed Carton



The carton has been crushed on the top panel. The internal contents are presumed to be adversely affected by this damage.

Creased & Ripped Carton



The carton has been torn and creased. The internal contents are presumed to be adversely affected by this damage.

Inferior Quality Pallet



This pallet is made from balsa or similar weak material. The bottom deck boards have broken away from the stringers making the pallet unsafe.

Wrong Size Pallets



This Supplier has shipped product on pallets that are the wrong dimension, making it impossible to store without re-stacking on correct COPA Pallets.